



Damp, Mould and Condensation (DMC) Policy

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1. Policy Statement

ng homes are committed to ensuring that all social housing tenants live in homes that are free from damp, mould and condensation.

2. Policy aims

ng homes aims to ensure it's homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.

ng homes will aim to:

- Place the health and welfare of our tenants and residents first.
- Reduce the occurrences of damp and mould to the lowest practicable level.
- Identify damp, mould and condensation (DMC) in a timely and efficient manner.
- Provide suitable and sufficient information and guidance to tenants and residents to assist them in preventing and managing DMC; and
- Promote a positive culture inclusive of tenants/residents and staff to reduce occurrences of DMC.

3. Legislation and Statutory Requirements

- Health and Safety at Work etc. Act 1974
- Construction (Design and Management) Regulations 2015
- Gas Safety (Installation and Use) Regulations 1998 (as amended)
- The Control of Asbestos Regulations 2012
- Control of Substances Harmful to Health 2002
- Environmental Protection Act 1990
- Equalities Act 2010
- Tolerable Standard
- Repairing Standard
- Housing (Scotland) Act 2001, 2006, 2010 and 2014
- The Building Standards (Scotland) Regulations 2017
- Right to Repair (Housing Scotland Act 1987 as amended 2001 and 2010). Due for amendment 1st March 2023
- Right to Compensation for Improvements 1987 (Housing Scotland Act 2001 and 2010)
- The Property Factors (Scotland) Act 2011 and Code of Conduct (2021)
- Scottish Secure Tenants (Right to Repair) Regulations 2002

- The Building (Scotland) Regulations and Building Standards 2017
- Tenements (Scotland) Act 2004
- Property Factors (Scotland) Act 2011

4. Guidance

- BS5250:2021
- Building Regulations (appropriate documents) (England/Wales/NI)
- Scottish Technical Handbooks Domestic and Non-Domestic (appropriate sections) (Scotland only).
- Energy Efficiency Standards in social Housing (EESH 1 & 2) (Scotland Only)
- Scottish Housing Quality Standards (SHQS)
- Scottish Housing Regulator (SHR) standard parts 3 and 4, guidance and Annual Assurance Statement requirements.
- SFHA Good Practice Guidance Repairs and Maintenance - 2012
- Housing Ombudsman Complaint Handling Code
- Spotlight on Damp and Mould 2021 (including updated version(s))
- Housing Quality Network – Implementing Awaab’s Law

The list is not intended to be exhaustive. Staff need to be aware of relevant revisions to guidance and regulations periodically take place and it is their individual responsibility to apply and follow current legislation and guidance.

5. Scope

This Policy applies to all Board and Committee members, tenants/residents where ng homes has a repairing obligation, members of staff whether employees of ng homes or sub-contractors irrespective of grade, position, or length of service responsible for the management of repairs and maintenance within ng homes.

The Policy applies to the management of property owned by ng homes and subject to a Scottish Secure Tenancy, a Short Scottish Secure Tenancy, a Shared Ownership Occupancy Agreement Lock up Agreement or Lease.

The Policy also applies to common areas where ng homes is the factor and should be read in conjunction with the Repair and Maintenance Policy.

6. Tenant/Resident responsibilities

Using the communication channels provided by ng homes information, we will provide guidance on DMC and we will ask tenants/residents to regularly check for DMC and to immediately report to ng homes any form of DMC.

Faulty equipment that will hamper the management and control of DMC (faulty extract fan, unable to open windows, lack of heating etc.) should also be reported.

Where tenants/residents who are using environmental monitors, we would kindly request that all guidance provided is followed.

Where remedial works have been undertaken decoration should not be undertaken by the tenant/resident for at least six months.

7. Vulnerability Factors

Individuals most susceptible to risk include the very young and elderly customers. This susceptibility is heightened when considering vulnerability factors like DMC, which correlate with established medical vulnerabilities such as asthma, allergies, chronic illnesses, and learning challenges.

Managing these conditions adds layers of complexity, particularly regarding self-care. Consequently, those most at risk belong to a demographic marked by high susceptibility due to prevailing medical conditions and vulnerabilities.

8. Planned post-work evaluations

To ensure that treatment has been effective, and DMC has not reappeared, any improvement work should be accompanied by a follow-up visit to the property in line with operational procedures.

Any issues reported by tenants in the meantime should be acted upon promptly.

If damp and mould have reappeared, further investigation and intervention should be pursued.

9. Communication

ng homes will keep tenants informed about the progress of any work to deal with DMC. This will include:

- Keeping tenants/residents informed of the planned repairs.
- Letting tenants/residents know when the repairs are complete.

10.No access or refusal of access to a property

Where DMC has been identified either by a tenant/resident or by ng homes or a property has been assessed as high risk, tenants/residents will be required to allow access for inspections and for the carrying out of remedial works (in accordance with their tenancy agreement).

11.Training

ng homes will provide appropriate training for relevant staff on this policy and any related processes or procedures.

12.Monitoring

ng homes will monitor the effectiveness of its DMC policy. This will include:

- Recording all reports of DMC
- Tracking the number of repairs that are carried out to deal with DMC

13.Periodic Audit and Review

Periodic audits shall be conducted to confirm that the policy objectives are being achieved and to implement any changes in the operational procedures that are required.

14.Non-compliance/Escalation Process

All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or becoming aware of it.

In cases of serious non-compliance, the CEO will advise the Association's Board of the proposed course of action which may be subject to Board approval. The issue will be disclosed to the Scottish Housing Regulator, and any other relevant organisation such as the Health and Safety Executive.

Where the matter is considered to be a notifiable event the Association's Notifiable Events Policy, and the SHR Statutory Guidance on Notifiable Events, will be followed.

15.Conclusion

ng homes is committed to providing its' tenants with safe and healthy homes.

By following this Policy, ng homes aims to prevent DMC from occurring within its' properties and to deal with any problems that occur promptly and effectively.

16. Other Related Strategies, Policies and Procedures

- Adaptations Policy
- Asbestos Management Policy and Procedures
- Asset Management Strategy
- Clerk of Works Procedures
- Complaints Policy
- Customer Care Policy
- Data Protection Policy
- Design and Specification Policy
- Development Defects Policy and Procedures
- Development Handover Procedures Policy
- Electrical Safety Policy and Procedures
- Estate Management Policy
- Fire Safety Policy and Procedures
- Gas Safety Policy and Procedures
- No Access Policy
- Notifiable Events Policy
- Repairs and Maintenance Policy
- Risk Management Strategy
- Tenants Right to Repair Policy
- Void Management policy
- Water Systems and Legionella Policy

17. UK General Data Protection Regulation 2021 (UK GDPR)

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices. The organisation will treat your personal data in line with our obligations under the UK General Data Protection Regulation and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices.

18. Equality Impact Assessment

This Policy is equally applicable to all. It is recognised that in applying this Policy any necessary

action will be taken where appropriate, including making reasonable adjustments, to ensure that there is no detrimental impact to protected characteristics groups.

19. Review

This Policy will be reviewed every three years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.

Appendix 1 - Definitions

Damp

Damp is when there is excess moisture in the air. It is common in places that never fully dry out or where there is little air movement, such as behind furniture.

Mould

Mould is a fungus which grows in damp areas. It is common in kitchens, bathrooms, around windows and doors and behind furniture.

Condensation

Condensation is the process of water vapor in the air turning into liquid water when it comes into contact with a cold surface.

Structural Damage

Structural damage refers to any impairment or deterioration in the structural components of a building, such as the foundation, walls, roof, or supporting beams. These components are essential for maintaining the building's integrity and stability.